

# JARED RHINE

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## Summary

### Effective leader and contributor to operations and software development teams.

- 22 years Unix and network administration, 19 years web and Perl development, 14 years RDBMS/database, 12 years management, 11 years help desk, 8 years Python, 1.5 years Ruby/Rails, 3 years contractor.
- Specialist in open-source technologies (LAMP, Linux, Apache, MySQL/PostgreSQL, Python/Perl/Ruby/shell/PHP) and data-center virtualization and automation (Xen/KVM, Puppet, Amazon EC2).
- Customer-focused attitude from professional services and consulting background. Direct, friendly, and respectful communication style. Promotes positive, supportive relationships with all internal and external customers.

## Relevant Skills

- **Unix systems administration** expert with excellent diagnostic skills. Long-standing daily administration for multiple fully-networked, production-grade hosts (Linux with significant Solaris, BSDs, others). Emphasis on maintainability, self-healing, and automation. Experienced with scaling, clustering, configuration management, and other multiple-system issues.
- Administration focus includes: **web** (Apache, Tomcat, Python, Rails, PHP), **virtualization** (Xen, EC2, KVM, Virtualbox), **monitoring and automation** (Puppet, Nagios, Munin, scripting), **high availability/scaling, email, Debian/Ubuntu**. Also DNS/BIND, MySQL, Subversion, Git, XMPP, TWiki, Tinderbox, Request Tracker, Bugzilla, Mantis, Trac, runit/daemontools/monit.
- **Coding and scripting** background with Python, Perl, Ruby, PHP, shell. Practical experience with popular web frameworks (Rails, Pylons/TurboGears, Django, Tomcat, Mason).
- **Project and team management** experience. Team management skills include mentoring and development, hire/fire, profit/loss, and strategic planning. Project management skills include interdepartmental communications, requirements analysis, planning, estimation, running multiple concurrent projects, change control, tracking, resource leveling and allocation, and documentation.
- **Full life-cycle** sysadmin experience, including development and production environment planning, supporting agile development teams, formal development/staging/QA/production environments, large-scale production environments, network design and management, and desktop support.

## Professional Experience

### [Xmarks, Inc, a web services company](#)

#### Operations Manager (Jun '09 - Present)

- Primary operational responsibility for 75 servers, 50TB disk, and 18 redundant MySQL database servers supporting **4 million users** and a peak of **750 transactions per second**. Responsibilities include daily on-call, application and hardware support, and rollout of new services. [Ubuntu, MySQL, Python]
- **Management** of Operations function involving **supervision and mentorship** of full-time Operations Engineer. Ran weekly cross-team ops meeting to plan project priorities and review production issues.
- Planned and executed a **move of 60 servers** between colocation facilities with minimal downtime.
- Negotiated direct **contracts with data center** and IP transit vendors. Renumbered public IPs of production services to new provider. [Foundry, DNS/registrar]
- Coding of **Python, Ruby, and shell tools for systems automation** and application metrics. [Nagios, Munin, Python, shell]
- Design and implementation of a Twisted **Jabber bot for sysadmin tasks**: multi-host app deployment coordination, change notices, inventory lookup. Integrated with Python HTTP-based agent running on all servers. [Twisted, Python, Bottle]
- Led implementation of **credit card payment integration** and merchant account for [getsearchboost.com](http://getsearchboost.com). [Django, Jquery, Recurly, Python]

## Open Source Applications Foundation, a non-profit open-source PIM

### **IT and Service Manager (Jul '05 - Nov '08)**

- ◉ **IT Manager**: Ran IT department and help desk servicing 6 organizations, 65 people/desktops, and 25 servers with 2 direct reports. Managed help desk queue and prioritization. Managed vendors, procurement, and departmental budget. Provided email, web, phone, wireless and other office services. Fielded frequent "new project" cycles and performed host/post/webmaster duties across all internal groups. [Windows/Mac OS X/Linux, ticketing, facilities, colo, LAN/WAN, PBX, Apache, blogs/WordPress, Exchange]
- ◉ **Service Manager**: Ran [Chandler Hub](#), a free and open calendaring service. **Managed production upgrades and public communications**. Designed, prototyped, and deployed **phased hosting and operations**. Managed capacity planning. Scripted Python automation of service start/stop/upgrade and metrics and documented with 85 page operations runbook. Worked directly with lawyers on terms of service, privacy policy, and trademark filings. [Python, Tomcat, MySQL, iCalendar, CalDAV, CSS, Firebug, Atompub, REST, Google Apps/Data, Maven, Dojo, Firebug]
- ◉ **Toolsmith**: Supported OSAF **development team of 20** and community applications for OSAF and Chandler Project. Created **new codebases** for administration and public services (server build/migrate/start/stop, public bug submission, web site administration). [Python, Pylons, CherryPy, Subversion, Bugzilla, TWiki, IRC/bots, Tinderbox, Perl]
- ◉ **Build/Release Master**: Served as "release master" for **public, open-source** Cosmo software releases and associated Chandler Hub service upgrades. Coordinated countdown to "zero bugs", release candidate testing, release notes, and public announcements. Served as "buildmaster" for Cosmo (Java multi-protocol PIM) and Chandler Desktop (Python/C desktop PIM on Windows, Mac, Linux). Managed **Subversion tagging** and production of various public releases and formats.
- ◉ **Metrics Manager**: Led metrics for OSAF products. Implemented community dashboard and management reports on [dashboard.osafoundation.org](#) using **new codebase for metrics** with data extraction from log files, analysis, storage, and graphing. [Python/Pylons, PostgreSQL, graphing libraries, Google Analytics]

### **OSAF Volunteer (Dec '08 - Present)**

- ◉ Served as Secretary/Treasurer of the Board of Directors for OSAF.
- ◉ Volunteer sysadmin for the OSAF cluster of 12 hosts and service manager for Chandler Hub, a public web service with about 2000 daily users.

## Digital Impact, a digital marketing company

### **Toolsmith, member of Strategic Operations (Nov '03 - Aug '05)**

- ◉ Designed and implemented highly-available enterprise **monitoring** framework. Support archiving, graphing, alerting, and custom configuration and reporting user interface. [Nagios, Perl, mod\_perl, Oracle, Solaris, heartbeat]
- ◉ Implemented, deployed, and supported monitors across 500 heterogenous servers, 10 Oracle databases, and 8 applications totaling **15,000 data streams** with 1,100 alerts.
- ◉ **Automation** of core enterprise systems, including outbound mail servers and incoming mail requests. Development and maintenance of end-user tools for configuration. [PHP, Perl, cron]
- ◉ Development and maintenance of custom batch/web reports supporting client service teams.

## **Jared Rhine Business Network, a sole-proprietorship**

### **Various contracts (Sep '00 - '05)**

- ◉ Develop and support a **video transcoding** appliance for a small audio transcription company. Automated multi-drive encoding of source DVDs to small files with automated upload and web dashboard. [Ubuntu, vobcopy, transcode, ffmpeg, runit, Python]
- ◉ Specified, developed, and launched **custom web-based content management** tool for [Trillium](#). [Perl, Mason]
- ◉ Built ad campaign analysis **data warehouse** for [Beyond Interactive](#). [MS SQL Server 2k, Perl]
- ◉ Developed **software auto-installation** framework for [Intransa](#). [iSCSI, x86, Linux, GRUB, bootable ISO, Perl, Windows admin]
- ◉ Developed and operated **web performance testing framework** integrating **packet-level timing** to separate network, server, and application latency for client [Sun](#). [Perl, tcpdump, Javascript, Mason]
- ◉ [Specify and implement lightweight hosting solution and server scripts for email campaign for Soapbox](#)

[Marketing](#). [Perl, PHP, Email, multi-process batch jobs]

- ◉ Developed, licensed, and hosted **personalized tour listings application** for local [real estate agent](#). [Perl, batch jobs, FTP automation]
- ◉ Worked with small team on **spam-filtering network appliance** with ESOS. [Postfix, ClamAV, Amavis, Spamassassin, MySQL]
- ◉ Consulted on **product release planning** for a Java 3D desktop visualization package and developed intranet-based workgroup collaboration framework for Presidio Labs.
- ◉ Early stage advice and **management recommendations** for [KnowNow, Inc.](#) Outlined product management methodology.

### **Projects ('03 - Present)**

- ◉ Implementing SomaFM network radio **Facebook** app (station list, now playing). [Facebook, PHP]
- ◉ Frequently reimplement personal wordzoo.com domains with new technologies. [Rails/Ruby, jQuery, JSON, Ajax, CouchDB, Django/Python, Glassfish/Java, Markdown]
- ◉ Started small, profitable, ongoing ASP/web hosting business. [FreeBSD, Debian, Xen, Apache, Courier, SquirrelMail, Perl, Unix admin]
- ◉ Developed and released XenCD, a **turnkey server virtualization** distribution based on Debian and Xen.

### [Organic, Inc., a web professional services company](#)

#### **Associate Director of Engineering (Jan '00 - Sep '00)**

- ◉ Consulted for **new service line** focused on customer relationship measurement and analysis. **Defined product set, roadmap, and initial scope of work.**
- ◉ Provided Internet expertise to leading school management software company developing \$50 million initiative to provide nationwide secure parent/teacher/student extranet. Developed **50-page technical cost model** covering planning, development, operations, and maintenance.

#### **Director of Engineering (Oct '98 - Jan '00)**

- ◉ **Profit/Loss (P&L) responsibility for \$14M** annualized engineering revenue. Tripled department headcount to 115 professionals in six engineering disciplines.
- ◉ Accountable for the **timely and correct delivery of all software development** for ~25 client projects, primarily in Java/J2EE, XML, ATG Dynamo, WebSphere, Oracle, and Solaris. Site functionalities spanned ecommerce, personalization, portal, content, extranets, B2B, customer support. Worked extensively with project teams to troubleshoot projects, mediate interdepartmental issues, and improve engineering execution.
- ◉ **Directed new business** for the engineering group (~60 prospects). Qualified, pitched, closed, and kicked-off new engagements. **Responsible for realistic scope and profitability** of new project work.

#### **Chief Project Engineer (Sep '97 - Oct '98)**

- ◉ Started new engineering group composed of technical leads and system architects; **grew staff from 3 to 13**. Group was responsible for delivery of between 8 and 20 concurrent projects, accounting for ~\$7M in annual revenue. Directed an **increase in department billable percentage** from 25% to 60%.
- ◉ Established technical project management standards and methodology. Trained project engineers, engineering teams, and other groups in estimation, scheduling, and risk management.
- ◉ **Proposed and established Organic's ecommerce system architecture** for first wave of web-based commerce sites.
- ◉ Led bi-coastal engineering team of 12 in \$1.5M Broadvision/Verity/Mapquest web site relaunch for Home Depot in 90 days.

#### **Engineering Lead (Dec '95 - Sep '97)**

- ◉ Served as architecture and coding lead for ~20 projects, including McDonald's, Sony Electronics, LucasFilms (Star Wars re-release), US Healthcare/Intelihealth, and AAA. Implementation in CGI, Perl, C/C++, Apache, flat files, MySQL. Supervised small number of direct reports. Mentored junior developers and developed informal coding and process standards.

#### **Software Engineer (Aug '95 - Dec '95)**

- ◉ Designed and implemented a fully customizable discussion forum software product in Perl for client engagements. Pioneered use of template-driven web pages, defining successful pattern for implementing commercial web sites.

## Harvey Mudd Academic Computing, a college MIS group

### **Unix Systems Administrator (Dec '92 - May '95)**

- ⊙ Built and configured first generally accessible Unix server for student body. Sole management of 5 clusters totaling approximately 40 workstations and servers for academic departments. Managed college web, gopher, ftp, and mail services.
- ⊙ Designed and implemented new college-wide information systems: first web and gopher servers, 600 email distribution lists autogenerated from student and staff rosters, and web, gopher and mailbot accessible archives.

## **Education**

### **Harvey Mudd College, Claremont CA**

Bachelor of Computer Science. Research focused on networked information discovery and retrieval. Thesis proposed distributed architecture for community-content Internet encyclopedia. Integrated, systems-oriented science curriculum.

### **Professional Training**

EFF legal guidelines for web service providers, managing within the law, executive leadership, interviewing and hiring skills, ecommerce, Internet taxation, payment processing, EDI, intra- and inter-departmental technical seminars, Tufte's "Presenting Data and Information".